

AMENDMENTS TO THE CLAIMS

Claims 1-36 are pending. Claims 32-36 are newly added.

1. (Previously Presented) A software architecture for enabling multiple users to perform a plurality of tasks via a wide-area network, the software architecture comprising:
 - a plurality of applications;
 - a data schema for storing a plurality of data objects, the data schema having an underlying, extensible data model; and
 - an integrated platform for enabling each of the multiple users to perform at least one of the tasks by controlling interaction between two or more of the applications and the extensible data model.
2. (Previously Presented) A software architecture as recited in claim 1 wherein the integrated platform dynamically contextualizes each stage of a task with reference to a corresponding user.
3. (Previously Presented) A software architecture as recited in claim 2 wherein the integrated platform creates a contextual task list for the corresponding user.
4. (Previously Presented) A software architecture as recited in claim 1 wherein a data object is associated with a context information record that further describes a task in which the data object will be used.

5. (Previously Presented) A software architecture as recited in claim 1 wherein the platform allows a user and an application to extend the database in a user-specific way, thereby enabling the multiple users and the plurality of applications to use the database.
6. (Previously Presented) A software architecture as recited in claim 5 wherein the database can be extended dynamically without changing the underlying structure of the database.
7. (Previously Presented) A software architecture as recited in claim 1 wherein the extensible data model has extensible attributes that can be used to add a previously undefined data attribute and wherein the extensible, underlying data model provides a standard way of representing the previously undefined data attribute.
8. (Previously Presented) A software architecture as recited in claim 1 further comprising a user interface that is uniform across the plurality of applications.
9. (Previously Presented) A software architecture as recited in claim 1 wherein additional services can be added using the plurality of applications.
10. (Previously Presented) A software architecture as recited in claim 1 wherein the integrated platform is used to create and maintain an online business presence.
11. (Previously Presented) A software architecture as recited in claim 1 wherein the integrated platform is used to create and maintain a customer relationship management application.

12. (Previously Presented) A software architecture as recited in claim 1 wherein the architecture is a reactive architecture which supports a plurality of levels of task granularity and is dynamically aware of what information has been entered by a user.

13. (Previously Presented) An integrated software platform for creating a user application having a user experience comprising:

- a data model for arranging and configuring application data, wherein the application data are one of a fixed attribute and an extended attribute;

- a data logic component for operating on the data;

- a back-end code layer for managing the user experience; and

- a visual design component for implementing the user experience by presenting a user interface for entering data into a computer system.

14. (Previously Presented) An integrated software platform as recited in claim 13 further including an information architecture layer for modeling the user experience.

15. (Previously Presented) An integrated software platform as recited in claim 13 wherein the user application is a multiuser, online application.

16. (Previously Presented) An integrated software platform as recited in claim 13 wherein the user application is a customer relationship management application.

17. (Previously Presented) An integrated software platform as recited in claim 13 further including a data schema for storing data configured in the data model.

18. (Previously Presented) An integrated software platform as recited in claim 17 wherein the data schema is implemented as a relational database.
19. (Previously Presented) An integrated software platform as recited in claim 14 further including an interface layer for containing a plurality of HTML form elements.
20. (Previously Presented) An integrated software platform as recited in claim 19 wherein the interface layer and the back-end code layer translate instructions from the information architecture layer.
21. (Previously Presented) A task-based architecture for building a multi-user, online application by completing a plurality of tasks comprising:
- a data schema for storing data related to the online application;
 - an extensible data model for storing and sharing the data as the plurality of tasks is completed;
 - a plurality of tools;
 - a task viewer application for creating a user interface; and
 - a plurality of services for gathering and authoring the data.
22. (Previously Presented) A task-based architecture as recited in claim 21 wherein the plurality of tools includes a data extension framework for defining and extracting data.

23. (Previously Presented) A task-based architecture as recited in claim 21 wherein the plurality of tools includes a context management tool for determining a context in the user-oriented application development system.
24. (Previously Presented) A system for building a distributed, multi-application program comprising:
- a plurality of tasks;
 - one or more sequences within a task;
 - a plurality of data objects; and
 - one or more panel objects within a sequence through which data related to the multi-application program is entered and manipulated, wherein a panel object is aware of which data object from the plurality of data objects to access to retrieve existing data related to the multi-application program.
25. (Previously Presented) A system as recited in claim 24 further comprising a plurality of model objects, a model object containing one or more data objects and a logic component for operating on the one or more data objects.
26. (Previously Presented) A method of building a customized Web site comprising:
- creating and maintaining one or more Web pages;
 - developing a communication service with users accessing the Web site;
 - developing an online transaction system for processing online orders made through the Web site; and
 - creating a reporting service for generating reports relating to Web site activity,
- wherein the method of building the customized Web site includes a task-based approach to

completing an activity, employs an underlying, extensible data model, and has a uniform user experience.

27. (Previously Presented) A method as recited in claim 26 further including creating and maintaining a catalog for describing one of one or more products and one or more services.

28. (Previously Presented) A method as recited in claim 26 wherein the task-based approach further includes completing one or more sequences, a sequence including one or more panels.

29. (Previously Presented) A method as recited in claim 26 wherein creating and maintaining one or more Web pages further includes controlling the appearance and content of a Web page.

30. (Previously Presented) A method as recited in claim 26 wherein developing a communication service with users further includes developing a user database according to user behavior patterns and preferences.

31. (Previously Presented) A method as recited in claim 26 wherein developing an online transaction system for processing online orders further includes establishing an online account and checkout process.

32. (New) A software architecture as recited in claim 1, the extensible data model for arranging and configuring application data of one or more of the plurality of applications.

33. (New) A software architecture as recited in claim 32, wherein the application data are one of a fixed attribute and an extended attribute.

34. (New) A software architecture as recited in claim 1, further comprising a data logic component for operating on the data.

35. (New) A software architecture as recited in claim 8, the user interface implementing a user experience.

36. (New) A software architecture as recited in claim 35, further including an information architecture layer for modeling the user experience.